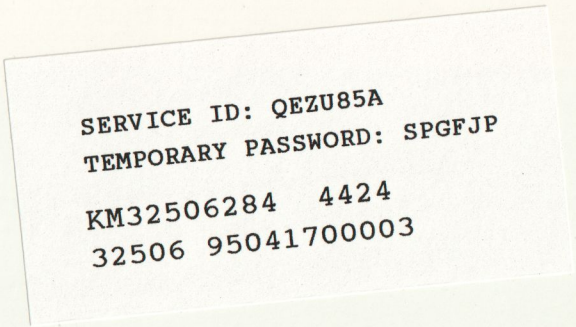
WINDOWS™

Using

PRODIGY®
Service

- Installation
- Signing On
- Troubleshooting
- Help

Your PRODIGY service ID and temporary password.



For security reasons, your password appears as "******" when you enter it on the screen.

Two-Minute Installation

CHECK YOUR MODEM.

Make sure it's connected to the phone line. If it's an external modem, make sure it's also connected to the communications port. If it has its own power switch, make sure it's plugged in and turned on.

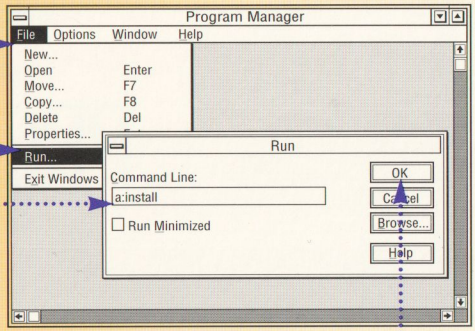
- Start Microsoft® Windows™.
- Insert the PRODIGY® software **Installation Disk** into Drive A or Drive B.
- Follow steps 1-4 below.

1 Select **File** from the Program Manager menu.

2 Select **Run** from the File menu.

3 Type **a:install** or **b:install**, depending on the drive into which you inserted the Installation Disk.

4 Select **OK** and follow the instructions on the screen to sign on for the first time.



YOUR PASSWORD & SECURITY

Keep your password private. People who know your password can read your mail and incur fees on your account. They could even make purchases if you've stored your credit card numbers online using the Tools feature.

Change your password regularly. It's easy to do. Jump: **change pw**.

If you lose your ID or password, contact Member Services at 1-800-PRODIGY (1-800-776-3449).

Prodigy Services Company will never ask you to disclose your password. If anyone asks you to tell them your password, or change to a specific password, do not do so. Contact Member Services immediately.

Two-Minute Sign On

1 From the Program Manager window, click on the **PRODIGY group icon**.

2 Then select the **PRODIGY Software icon**. Follow the instructions on the screen to enter your ID and password.

PRODIGY<R>
software

The first time you sign on

The first time you sign on to the PRODIGY service, it will prompt you to select the best phone number to use to connect to PRODIGY and complete a brief enrollment. Now you can begin enjoying the PRODIGY service.

You may notice a delay the first time you sign on or use a new feature. Your computer and the PRODIGY service computers are exchanging some initial information. After this initial exchange, you'll find that the service responds noticeably quicker.

To sign on even faster

Autologon speeds signing on by allowing you to skip typing your ID and password. Or you can skip typing your ID and just type your password. For more about Autologon, from the Help menu select Help Hub and then select Autologon. To use Autologon, select the Autologon icon after selecting PRODIGY from the Program Manager main window.

GOOD TO KNOW

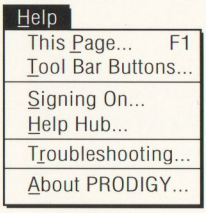
▲ Most users in the U.S. (and many in Canada) will connect to PRODIGY through a local telephone call. For others, a long distance charge may apply.

▲ There's a single source of information about usage limits and current fees, right online, just Jump: **fees** (All fees in U.S. dollars.)

▲ If you want updated telephone numbers or other phone information when you're on the service, Jump℠: **phone numbers**. You can sign on to the PRODIGY service from within the U.S. or Canada wherever your computer can be connected to a modem and a phone line.

Getting Help is Easy!

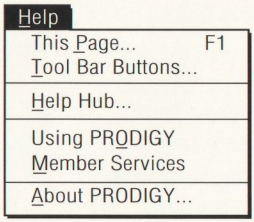
Click **Help** on the menu bar for detailed instructions, valuable tips and a wealth of information to help you get the most from your PRODIGY service.



Assist

Before you sign on

- Select **Troubleshooting** if you need help before you sign on.
- Select **Assist** if you have problems connecting to the PRODIGY service. Assist calls PRODIGY's automatic diagnostic tools into action to help you resolve your problem.



Once you're online

- Select **Member Help Center** for assistance on a variety of topics.
- Select **Help Hub** for valuable information on:

Adding Members	**Getting the Most**
Autologon	**JumpWords**
Commands	**New Features**
Getting Around	**Personalizing the Service**
Function Keys	*and lots more.*

Recommended Hardware:

- PC with 16MHz/80386 (or higher) microprocessor
- 4 MB (or higher) RAM
- VGA (or better) graphics adapter and monitor
- 5 MB available hard drive space
- 3.5" disk drive
- Hayes® or compatible 2400, 9600 or higher bps modem

PRODIGY is available at 14,400 bps in most areas at no additional charge.

Required Software:

- Microsoft Windows 3.1 (or higher)

Some features are unavailable to Canadians.

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